

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1-71. (canceled)

72. (previously presented) A method for providing user support for a user accessing a web site, comprising:

providing at least one web page to the user, the at least one web page including software associated with providing user support services;

receiving a request from the user, via the at least one web page, for support; and identifying a user support party in response to the request.

73. (previously presented) The method of claim 72, further comprising:

sending the request for support to the identified user support party via a network.

74. (previously presented) The method of claim 73, wherein the sending comprises:

sending a uniform resource locator (URL) to the user support party, the URL representing the web page with which the request was made.

75. (currently amended) The method of claim 73, wherein the sending comprises:

sending at least one of the user's name, the user's telephone number ~~and~~ or an Internet Protocol address associated with the user.

76. (currently amended) The method of claim 72, further comprising:  
sending information to the identified user support party, the information comprising:  
at least one of the user's name ~~and~~ or the user's telephone number,  
an Internet protocol address associated with the user, and  
a uniform resource locator representing the web page with which the request was made.

77. (previously presented) The method of claim 72, wherein the software comprises an applet.

78. (previously presented) The method of claim 72, further comprising:  
determining an identifier associated with the user, and wherein the identifying a user support party comprises:  
identifying the user support party based on the identifier.

79. (previously presented) The method of claim 78, wherein the identifier comprises a customer identifier.

80. (previously presented) A system for providing user support for a user accessing a web site, comprising:

- at least one server configured to:
  - provide at least one web page to the user, the at least one web page including software associated with providing user support services;
  - receive a request from the user, via the at least one web page, for support;
- and
- identify a user support party in response to the request.

81. (previously presented) The system of claim 80, wherein the at least one server is further configured to:

- send the request for support to the identified user support party via a network.

82. (previously presented) The system of claim 81, wherein when sending the request, the at least one server is configured to:

- send a uniform resource locator (URL) to the user support party, the URL representing the web page with which the request was made.

83. (currently amended) The system of claim 81, wherein when sending the request, the at least one server is configured to:

- send at least one of the user's name, the user's telephone number ~~and~~ or an Internet Protocol address associated with the user.

84. (currently amended) The system of claim 80, wherein the server is further configured to:

send information to the identified user support party, the information comprising:

at least one of the user's name ~~and~~ or the user's telephone number,

an Internet protocol address associated with the user, and

a uniform resource locator representing the web page with which the request was made.

85. (previously presented) The system of claim 80, wherein the software comprises an applet.

86. (previously presented) The system of claim 80, wherein the at least one server is further configured to:

determine an identifier associated with the user, and when identifying a user support party, the at least one server is configured to:

identify the user support party based on the identifier.

87. (previously presented) The system of claim 86, wherein the identifier comprises a customer identifier.

88. (currently amended) In a user support system for providing support to a user accessing a web site, a method comprising:

receiving information associated with the user, the information comprising at least one of the user's name, the user's telephone number, an Internet protocol address associated with the user, ~~and~~ or a uniform resource locator representing a web page ~~that the user was viewing when a request for user support was made;~~  
accessing a web page based on the received information; and  
establishing a communications link with the user.

89. (currently amended) The method of claim 88, wherein the received information associated with the user comprises the uniform resource locator representing the web page and wherein the web page represents the a web page that the user was viewing when the request for user support was made.

90. (previously presented) The method of claim 88, further comprising:  
sending information from the user support system to the user via the communications link.

91. (previously presented) The method of claim 88, wherein the communications link comprises a transmission control protocol/Internet protocol (TCP/IP) link.

92. (previously presented) The method of claim 88, further comprising:  
passing events performed on the user support system to the user via the communications link to enable the user to view a same web page as that being displayed by the user support system.

93. (previously presented) The method of claim 92, wherein the events comprise actions performed by a user support party via the user support system.

94. (previously presented) The method of claim 88, further comprising:  
receiving events performed by the user via the communications link.

95. (currently amended) The method of claim 88, further comprising:  
displaying at least one of the user's name ~~and~~ or the user's telephone number.

96. (previously presented) The method of claim 88, wherein the establishing a communications link with the user comprises:  
using an Internet Protocol address associated with the user to establish the communications link.

97. (previously presented) The method of claim 88, wherein the information associated with the user is received in an applet.

98. (previously presented) The method of claim 88, further comprising:  
establishing an on-line chat session with the user.

99. (previously presented) A system for providing support to a user accessing a web site, comprising:  
at least one processing device configured to:

receive information associated with the user, the information identifying the web site that the user was accessing when a request for user support was made, access the web site based on the received information, and establish a communications link with the user.

100. (previously presented) The system of claim 99, wherein the information includes information identifying a web page that the user was viewing when the request for user support was made and when accessing the web site, the at least one processing device is configured to access the web page that the user was viewing.

101. (previously presented) The system of claim 99, wherein the at least one processing device is further configured to:

send information to the user via the communications link.

102. (previously presented) The system of claim 99, wherein when establishing a communications link, the at least one processing device is configured to establish a transmission control protocol/Internet protocol (TCP/IP) link.

103. (previously presented) The system of claim 99, wherein the at least one processing device includes a display device, the at least one processing device being further configured to:

pass events to the user via the communications link to enable the user to view a same web page as that being displayed by the display device.

104. (previously presented) The system of claim 103, wherein the events comprise actions performed by a user support party via the at least one processing device.

105. (previously presented) The system of claim 99, wherein the at least one processing device is further configured to:

receive events performed by the user via the communications link, and  
display information associated with the events.

106. (currently amended) The system of claim 99, wherein the information comprises at least one of the user's name ~~and~~ or the user's telephone number, the at least one processing device being further configured to:

display at least one of the user's name ~~and~~ or the user's telephone number.

107. (previously presented) The system of claim 99, wherein the information comprises an Internet Protocol address associate with the user, the at least one processing device being further configured to:

use the Internet Protocol address associated with the user when establishing the communications link.

108. (previously presented) The system of claim 99, wherein the information associated with the user is received via an applet.



109. (previously presented) The system of claim 99, wherein the at least one processing device is further configured to:

establish an on-line chat session with the user.

110. (previously presented) The system of claim 99, wherein the at least one processing device comprises a workstation.

111. (previously presented) A system, comprising:

means for providing at least one web page to a user, the at least one web page including software associated with providing user support services;

means for receiving a request for support from the user via the at least one web page; and

means for identifying a user support party in response to the request.

112. (currently amended) A system, comprising:

means for receiving information associated with a user, the information comprising at least one of the user's name, the user's telephone number, an Internet protocol address associated with the user, and or a uniform resource locator representing a web page that the user was viewing when a request for user support was made;

means for accessing a web page based on the received information; and

means for establishing a communications link with the user.